

Notice of References Cited

Application/Control No.

09/604,316

Applicant(s)/Patent Under
Reexamination
TIDWELL ET AL.

Examiner

Johnna R Stimpak

Art Unit

3623

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-6389426 B1	05-2002	Turnbull et al	707/102
	C	US-6445774 B1	09-2002	Kidder et al	379/9.03
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Eftia Delivers Problem Resolution System for Telecom Service Management Excellence", PR Newswire; New York; June 22, 1999 (from Proquest)
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.